



WORKFORCE INVESTMENT COUNCIL DISTRICT OF COLUMBIA



WIC Policy No.	Subject	Date
2013.004	WORKFORCE INVESTMENT ACT ADULT AND DISLOCATED WORKER SERVICES	7/9/2013

ISSUING ENTITY:

Workforce Investment Council

SCOPE:

Workforce Investment Council, DC WIA Administrative Entity, One-Stop Operators, and Mandatory Partner Programs

REFERENCES:

Title I of the Workforce Investment Act (WIA) of 1998, as amended (29 U.S.C. 2801 et seq.); WIA Regulations, 20 CFR Part 652 et al, 29 CFR Part 95-97; Office of Management and Budget (OMB) cost principles codified in 2 CFR Part 220, Part 225 and Part 230; Department of Labor (DOL) Employment and Training Administration (ETA) Training and Employment Guidance Letter (TEGL) No. 17-05. Specific citations are WIA Sections 101 (1)(9); 131 and 134; 20 CFR Part 663.100-663.840

EFFECTIVE DATE:

October 1, 2013

OBJECTIVE:

This policy defines Workforce Investment Act (WIA) core, intensive and training services for adults and dislocated workers. It also provides instruction and guidance to enhance the range and quality of workforce development services offered through the workforce programs and clarifies the point at which One-Stop jobseeker customers become part of required service counts and performance calculations. It provides instruction and guidance that supports a comprehensive one-stop system.

BACKGROUND:

Section 134 of WIA describes required employment and training activities that must be offered through local one-stop delivery systems, including core, intensive, and training services. The District will offer these services to jobseekers through DC American Job Centers (DCAJCs), as described under Workforce Investment Council (WIC) Policy 2013-003 "One-Stop Certification." The WIC is responsible for defining the range of core, intensive, and training services that may be offered through the DCAJC system. The Department of Employment Services (DOES), in its capacity as the administrative entity for WIA programs in the District, is responsible for ensuring that WIA-funded employment and training services are offered through the DCAJC system in a manner consistent with the policies set forth by the WIC. One-Stop operators designated by the WIC are responsible for identifying the specific core, intensive, and training services to be provided at individual DCAJC locations.

The District is responsible for reporting participation data and meeting negotiated annual performance levels with respect to WIA Adult, Dislocated Worker, and Youth programs, as well as activities funded under the Wagner-Peyser Act. The District has elected to report participation rates and performance levels using the common measures defined by the US Department of Labor (USDOL) under Training and Employment Guidance Letter 17-05. The WIC and DOES are responsible for negotiating annual

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performance levels with USDOL, and will work together to ensure that the District's WIA and Wagner-Peyser employment and training activities result in the positive outcomes negotiated for DCAJC jobseeker and business customers.

TRIAGE AND INITIAL ASSESSMENT:

All individuals seeking staff-assisted services through a DCAJC shall receive an initial assessment from the Welcome Functional Team to determine whether the customer has basic needs (such as housing or food security) that must be addressed prior to seeking employment or training. If the Welcome Team determines that the customer has basic needs that must be addressed before seeking employment or training, the customer will receive a referral to the agency or entity that offers appropriate services to address such needs. If the Welcome Team determines that the customer is ready to seek employment, the customer will be deemed eligible for staff-assisted core services. The One-Stop Operator shall include a description of how initial assessments will be conducted as part of the business plan submitted for DCAJC certification.

CORE SERVICES:

There are two types of core services – those “without significant staff involvement,” and those “with significant staff involvement.”

- A. **Core Services without Significant Staff Involvement.** Core services without significant staff involvement are services accessed by the customer, either online or at a DCAJC that: a) are available and accessible to the general public; b) are designed to educate customers on the labor market, their employment skills, and the range of services available through the DCAJC system; and c) do not require staff assistance beyond provision of information.

Core services without significant staff involvement may include the following:

1. Use of the DCAJC Resource Room
2. Self-Directed Job Search Activities
3. Accessing Labor Market Information
4. Self-Administered Standardized Skills Assessments
5. Attending Jobseeker Workshops, including:
 - a. Self-Directed/Computer-Based
 - b. Group Workshops

Core services without significant staff involvement do not require co-enrollment in WIA. Core services without significant staff assistance will be included in WIA Adult participation counts, but will not be included in WIA performance calculations. No WIA application should be completed for individuals who only receive this level of service.

- B. **Core Services With Significant Staff Involvement.** In general, core services with significant staff involvement are services where DCAJC staff assesses a customer's education, skills, and/or career objectives for the purposes of assisting the customer in determining appropriate services or activities, including the following:

1. Staff-Assisted Job Match Activities
2. Staff-Assisted Job Search Activities
3. Staff-Administered and Interpreted Standardized Skills Assessments (e.g., CASAS)
4. Job Referral with Staff Help in Decision Making Process

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5. Scheduling Appointments with Appropriate Community Based Organizations
6. Follow-Up Contact after Placement

If core services with significant staff involvement are provided to a customer, that customer must be co-enrolled in WIA. A WIA application must be completed and date of birth must be verified. WIA employment specialists must enter a hard or electronic case note into VOS reflecting that the customer has shown proof of age, and must include documentation consistent with WIC Policy No. 2013-010, WIA Adult and Dislocated Worker Eligibility. WIA employment specialists are responsible for compiling basic information, including eligibility documentation defined in WIC Policy No. 2013-010 and documentation needed for data validation purposes. Individuals receiving this level of service will be part of WIA Adult participant counts and performance calculations.

INTENSIVE SERVICES:

Consistent with WIA Section 134(d)(3), intensive services may include the following:

- A. Development of an Individual Employment Plan
- B. Intensive Case Management
- C. Structured Job Search
- D. Staff-Administered Skills Development Strategies (e.g., KeyTrain)
- E. Career Planning Activities
- F. Staff-Assisted Research on Training Options
- G. Pre-Employment Workshops
- H. Group Counseling
- I. Short-Term Pre-Vocational Training such as Adult Basic Education, English as a Second Language, Basic Computer Literacy, Interviewing Skills, Soft Skills

All WIA adult or dislocated worker participants receiving intensive services will be included in participant counts and performance calculations. A WIA application must be completed. WIA employment specialists are responsible for compiling eligibility and data validation documentation as outlined in the DC Workforce Investment Council's WIA Eligibility Determination and Documentation Policy.

TRAINING SERVICES:

Consistent with WIA section 134(d)(4), training services include the following:

- A. Occupational skills training, including training for non-traditional employment;
- B. On-the-job training;
- C. Programs that combine workplace training with related instruction, which can include cooperative education programs and registered apprenticeship programs;
- D. Skill upgrading and retraining;
- E. Job readiness training (note: this should not be mistaken as short-term prevocational training, which is an intensive service. This training service is occupation-specific);
- F. Adult education and literacy activities when provided in combination with any of the previously listed training services;
- G. Customized training; and
- H. Registered Apprenticeship.

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RESCISSIONS: None

CONTACT ENTITY: Inquiries regarding this rule should be directed to the Executive Director for the Workforce Investment Council.

APPROVAL:



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